

**EXHIBIT VI.1 – BUSINESS REQUIREMENTS**

#	Requirement	Key Information
B-1	The proposed solution must provide the ability to maintain information for organizations.	Such as name, abbreviated name, effective date (including future effective dating), status, address, organization category, Federal Employer Identification Number (FEIN), county, regional office, contact name, category, type and contact address (mailing and physical), status, and third-party payee information. Organizations include Independent Medical Examiners (IMEs).
B-2	The proposed solution must provide the ability to maintain a unique identifier for organizations.	Refer to Key Business Rules.
B-3	The proposed solution must provide the ability to maintain information for multiple contracts of an organization.	Such as program, contract type, status, status effective date, status reason, and resolutions.
B-4	The proposed solution must provide the ability to associate multiple contracts to an organization.	Refer to Key Business Rules.
B-5	The proposed solution must provide the ability to maintain Social Security agreement specific information.	Such as agency name, coverage type, agreement type, FEIN, and authorized agent title.
B-6	The proposed solution must provide the ability to associate an organization with another organization.	Example of this is the county office of education which has an association with the school districts and charter schools in that county which may or may not have a contract, and county courts which have an association with the county they reside in, etc.
B-7	The proposed solution must provide the ability to allow an organization to inherit the contract details of another organization.	Such as participant groupings and plan provisions. Example: When an organization is merged into another organization.
B-8	The proposed solution must provide the ability to maintain roles for the organization.	Roles such as benefit contractor or registration servicer.
B-9	The proposed solution must provide the ability to validate contract request	Information being validated is from contract request correspondence and forms.



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	information.	
B-10	The proposed solution must provide the ability to maintain multiple employee census information files for an employee category associated with an employer.	Information for census (provided on disk) such as participant Social Security Number (SSN), name, employee category, pay rate, hire date, and local system information. Contract unit requires the ability to distinguish the original census information from the initial valuation census.
B-11	The proposed solution must provide the ability to identify all employees on a new census that have a prior PERS relationship.	Such as already a PERS retiree and already enrolled as a full-time employee with another employer.
B-12	The proposed solution must provide the ability to associate a participant to different participant classifications.	Classifications such as miscellaneous, fire, police, and bargaining unit.
B-13	The proposed solution must provide the ability to maintain participant group information.	Group information such as status (active), status reasons (transferred with service), local system information, and employer contribution rates. Current practice is to use contract groups for groups of participants.
B-14	The proposed solution must provide the ability to associate groups of participants with an organization.	Refer to Key Business Rules.
B-15	The proposed solution must provide the ability to maintain associations of provisions to participants.	Plan provisions such as benefit provisions, participant contribution provisions, and local system transfer waivers. Current practice is to use benefit packages for plan provisions. Business Rule (BR): Plan provisions can have additional details that are different based on each organization's needs. BR: Participants have to be associated to a contract or the State.
B-16	The proposed solution must provide the ability to create a financial transaction when a valuation is mailed to an organization.	This transaction must be created and sent to the accounting system to inform Administration to bill the employer for the valuation.
B-17	The proposed solution must provide the ability to maintain provisions.	This is a list of available requirements that needs to be maintained. Current practice is to use benefit packages for plan provisions.



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B-18	The proposed solution must provide the ability to associate participants to rate plans.	Participants can be in multiple rate plans such as JRS, PERS, and 59 Survivor.
B-19	The proposed solution must provide the ability to create a financial transaction when a contract is finalized.	This transaction is to set up the receivable for the local system due. Administrative fee of \$200 plus \$25 per member for calculation of prior service.
B-20	The proposed solution must provide the ability to associate a rate plan to a risk pool.	Refer to Key Business Rules.
B-21	The proposed solution must provide the ability to maintain an employer profile.	Employer profile consists of details such as payroll office, payroll frequencies, and payroll beginning and ending dates.
B-22	The proposed solution must provide the ability to associate an employer contribution rate to a rate plan.	Refer to Key Business Rules.
B-23	The proposed solution must provide the ability to maintain resolutions.	Resolutions are at the organization level and not part of a PERS contract. They are separate agreements drawn up by an organization's governing body to allow specific reporting, (i.e., reporting of employer paid member contributions, pre-tax resolutions for purchase of service credit).
B-24	The proposed solution must provide the ability to maintain amendments to a contract.	Such as provisions, provision details, transfer information, and effective dates.
B-25	The proposed solution must provide the ability to maintain employer contribution rates.	Employer contribution rates include effective date(s), type of rate (annual or supplemental), normal cost rate, unfunded rate, etc.
B-26	The proposed solution must provide the ability to assign role(s) to an organization.	Such as registration servicers, payroll office, benefit contractor, and IME.
B-27	The proposed solution must provide the ability to transfer a group of participants from one organization to another organization.	Refer to Key Business Rules.
B-28	The proposed solution must provide the ability to maintain reciprocal system agreement information.	Such as coverage type and agreement groups.



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B-29	The proposed solution must provide the ability to maintain provisions in mass.	Plan provisions and health groups for health carriers, would need to be maintained in mass where it affects multiple groups and/or multiple employers.
B-30	The proposed solution must provide the ability to maintain rate plan information.	Actuarial staff annually develops an Excel data file of all elements of the employer rate plan. The Excel data file is sent to ITSB for updating the annual employer rates effective 7/1/YYYY. This update is dependant on the annual closing of the payroll (usually in early August). The contracts staff maintains the supplemental employer rate plans due to contract amendments throughout the year (Contract Maintenance Process).
B-31	The proposed solution must provide the ability to maintain state dental and medical employer contribution amounts for the contract.	Details include retired bargain code, description, share type, party rate, employer share, effective date, and export date.
B-32	The proposed solution must provide the ability to maintain risk pool information.	Information such as pool ID, name, and description.
B-33	The proposed solution must provide the ability to maintain health provision details.	Health provision details include domestic partners, vesting and status such as active, active closed and repealed. Some provisions are considered "elective provisions" and include details such as provision name, government code section, and effective date.
B-34	The proposed solution must provide the ability to maintain a list of Collective Bargaining Unit (CBU) information.	CBU and rank details include organization category, CBU description, CBU rank, CBU unit, CBU effective date and CBU termination date.
B-35	The proposed solution must provide the ability to maintain a list of vesting schedules with details.	Details such as name, description, credited years of service, and employer contribution.
B-36	The proposed solution must provide the ability to associate multiple health plans to a single carrier.	Refer to Key Business Rules.
B-37	The proposed solution must provide the ability to maintain participant information.	Demographic information should be stored as individual transactions and includes information such as name, date of birth, gender, etc.



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B-38	The proposed solution must provide the ability to associate participants with other participants.	Such as dependents, beneficiaries, contacts, attorneys, and Community Property (CP) non-members. Supplemental Savings Program (SSP) requires beneficiary information, which may be different than PERS beneficiaries.
B-39	The proposed solution must provide the ability to validate participant information.	Such as name, date of birth, gender, marital status, death of beneficiary, etc.
B-40	The proposed solution must provide the ability to specify a future effective date for a change to information.	Changes to participant and organization information such as address, e-mail, telephone number, etc. This date will be utilized by all processing on and after that date.
B-41	The proposed solution must provide the ability to maintain employment information.	Such as employer name, site, hire date, and termination date.
B-42	The proposed solution must provide the ability to maintain enrollment of a participant for multiple retirement programs.	An individual can be in multiple retirement programs at the same time. Validating enrollment is captured in B-291.
B-43	The proposed solution must provide the ability to allow for multiple types of retirement service within a retirement program.	Such as Tier 1 and Tier 2 benefit elections.
B-44	The proposed solution must provide the ability to associate participants to multiple employers.	Refer to Key Business Rules.
B-45	The proposed solution must provide the ability to maintain enrollment information.	Such as 1959 survivor election, vesting, Alternative Retirement Program (ARP) and PERS/STRS reciprocity.
B-46	The proposed solution must provide the ability to identify duplicate participant records.	Using information such as unique identifier, name, date of birth, and enrollment information.
B-47	The proposed solution must provide the ability to merge participants' records into a consolidated participant record.	Refer to Key Business Rules.
B-48	The proposed solution must provide the ability to validate enrollment of a participant for multiple retirement programs.	Validating information is also addressed by B-291.



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B-49	The proposed solution must provide the ability to identify community property records which are associated to participant records that contain service reinstated following a previous retirement.	Refer to Key Business Rules.
B-50	The proposed solution must provide the ability to maintain transactions that were in error.	Such as online correction screens.
B-51	The proposed solution must provide the ability to maintain a unique identifier for participants.	Identifier cannot be SSN (Compliance rule). BR: System should not allow second entry of a unique identifier already on the system.
B-52	The proposed solution must provide the ability to maintain participant information via a mass update process.	Such as address, employer name, site, and hire date. Necessary when there is a change to the plan provisions. The mass update needs to change associated records, such as service credit purchase, service and contribution records, and CP record.
B-53	The proposed solution must provide the ability to associate participants to multiple participant groups.	Multiple participant groups for all programs. For judges this includes Extended Service Incentive Program (ESIP) and monetary credit accounts.
B-54	The proposed solution must provide the ability to maintain enrollment of a subscriber for multiple health plans.	Eligibility for health plans (medical, dental, and vision plans) will also depend on the subscriber's zip code.
B-55	The proposed solution must provide the ability to allow for multiple health plans within the health program.	Refer to Key Business Rules.
B-56	The proposed solution must provide the ability to identify survivors previously enrolled under the same eligibility criteria.	This is a health only business requirement that is specific to survivors of fire fighters and peace officers. This requirement does not hold for general enrollments.



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B-57	The proposed solution must provide the ability to transfer eligibility from subscriber to survivor dependent's unique ID for continued enrollment.	<p>This is a health only requirement. Such as when a subscriber dies, the youngest dependent is identified as subscriber (unique ID) and associated to siblings if specific criteria are met.</p> <p>Government Code (GC) section 19849.15: Survivor of active state workers.</p> <p>GC section: 22847: Survivor of PA safety members who pass away on active duty.</p>
B-58	The proposed solution must provide the ability to associate a financially responsible person to a subscriber.	Health only requirement. Once a member dies, new enrollment is established with one dependent becoming the new subscriber. The financially responsible person is receiving the warrant and paying the premiums.
B-59	The proposed solution must provide the ability to maintain health plan eligibility zip codes.	This is a Health requirement only. The health plan selected must be available in the subscriber's residence zip code area or employment zip code area.
B-60	The proposed solution must provide the ability to initiate the re-certification process.	This is a Health requirement and is based on re-certification dates for disabled dependents over age 23. Re-certification is based on disability.
B-61	The proposed solution must provide the ability to route enrollment information to third parties.	Such as primary care physician selections for each covered life. This information should not be captured in the solution.
B-62	The proposed solution must provide the ability to allow authorized users to submit payroll information.	Submission by various media such as electronic file or web. Depends on the employers payroll frequency.
B-63	The proposed solution must provide the ability to establish consecutive sequential reporting periods using pre-established reporting frequencies.	Intent is to support either wage report, contribution report, or combination wage/contribution reports.
B-64	The proposed solution must provide the ability to reject a submitted report.	Refer to Key Business Rules.
B-65	The proposed solution must provide the ability to allow payroll information to be submitted at various reporting frequencies.	Submitters consist of employers or payroll vendors.



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B-66	The proposed solution must provide the ability to allow payroll information and employer payments to be submitted together or separately.	Refer to Key Business Rules.
B-67	The proposed solution must provide the ability to create totals for various categories.	Create sub-totals for various categories (such as employer sub-groups etc.) and provide a grand total for each category for audit trail purposes.
B-68	The proposed solution must provide the ability to allow authorized users to maintain transactions.	Refer to Key Business Rules.
B-69	The proposed solution must provide the ability to notify submitters of any outstanding error records requiring correction.	Submitters such as employers, payroll vendors, etc. Notifications would occur at the time a new report is submitted.
B-70	The proposed solution must provide the ability to retain the submission reports for a period of time determined by CalPERS.	Refer to Key Business Rules.
B-71	The proposed solution must provide the ability to allow authorized users to place a submitted report on hold.	Must comply with Generally Accepted Accounting Principles (GAAP) recognizing income on an accrual basis. However, we must ensure that backdating does not occur as it will prevent/interfere with timely and accurate reconciliations to the general ledger.
B-72	The proposed solution must provide the ability to maintain existing transactions from a previously submitted payroll report to be used as template to create a new report.	Refer to Key Business Rules.
B-73	The proposed solution must provide the ability to apply a change to an existing individual report in mass.	Mass change such as a percentage pay rate, increase in earnings, or contributions.
B-74	The proposed solution must provide the ability to store data processing results.	Data processing results may include date and time received, number of records and line-by-line errors (SSN, plus error message(s)).
B-75	The proposed solution must provide the ability to validate payroll information.	Refer to Key Business Rules.



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B-76	The proposed solution must provide the ability to identify transactions for participants with more than one appointment.	Such as one position is full-time or where multiple appointments add up to more than full-time.
B-77	The proposed solution must provide the ability to calculate a monthly full-time equivalent amount for wages submitted at less than a monthly amount.	Refer to Key Business Rules.
B-78	The proposed solution must provide the ability to associate recorded transactions with various elements.	Elements such as program type, employer, and reporting period. In today's environment ALL elements listed must be associated.
B-79	The proposed solution must provide the ability to create accounts receivable transactions.	Must comply with GAAP recognizing income on an accrual basis.
B-80	The proposed solution must provide the ability to record each valid transaction to a record.	Refers to participant and employer records.
B-81	The proposed solution must provide the ability to distribute service credit purchase payment information contained within the payroll information report.	Distribution is to the associated participant and employer.
B-82	The proposed solution must provide the ability to calculate service credit amounts.	Based on information contained within the reported transactions using formulas such as compensation earnable and service credit that are unique to CalPERS programs.
B-83	The proposed solution must provide the ability to allow authorized CalPERS staff to override system calculated compensation earnable amounts.	Override should only be allowed by authorized CalPERS staff.
B-84	The proposed solution must provide the ability to update risk pools to reflect service credit purchases.	Updates occur as they are received and processed.
B-85	The proposed solution must provide the ability to calculate the employer receivable transaction amount.	Calculation should be for employer contribution amount, as well as other accounts receivable amounts - penalties, interest, etc.
B-86	The proposed solution must provide the ability to calculate compensation	Based on information contained within the reported transactions using formulas such



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	earnable amounts.	as compensation earnable and service credit that are unique to CalPERS programs.
B-87	The proposed solution must provide the ability to allow employers to submit contribution payments.	Submission via various media such as electronic file, web, or paper.
B-88	The proposed solution must provide the ability to create electronic payment transactions.	Electronic Fund Transfer (EFT) payment transaction will be captured and processed in house to then be sent to a service provider or bank. Transmission must be in National Automated Clearing House Association (NACHA) format.
B-89	The proposed solution must provide the ability to record employer's payment information.	Refer to Key Business Rules.
B-90	The proposed solution must provide the ability to process a file of payment transactions.	EFT payment transactions will be recorded and calculated by a service provider or bank to then be received by the system for processing.
B-91	The proposed solution must provide the ability to associate payroll information to a payment.	Payments for service credit purchase record, overpayment record, etc.
B-92	The proposed solution must provide the ability to create financial transactions as payroll information is received.	Financial transactions would be applied to the accounting system.
B-93	The proposed solution must provide the ability to associate employer account receivable information with payroll information.	Payroll information includes both employer and participant data.
B-94	The proposed solution must provide the ability to distribute a payment to multiple records.	Types of records such as service credit purchase record, employer receivable, overpayment receivable, service and contribution record, etc.
B-95	The proposed solution must provide the ability to allow participants to submit payments.	Via methods such as electronically, paper and web. Currently electronic and web submission are not supported.
B-96	The proposed solution must provide the ability to maintain payment related information on the participant's record.	Intent is to allow participant or other party to reuse payment routing information without re-keying. This is for future use by authorized parties including the participant.



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B-97	The proposed solution must provide the ability to accept payments submitted electronically from financial institutions on behalf of participants (Electronic Banking).	Electronic Banking includes EFT, credit card, debit card, auto checking/savings account, etc. Need to record the fact that a payment has been received electronically.
B-98	The proposed solution must provide the ability to identify different types of payments.	Payment type such as cash, wage and contribution, rollovers, etc.
B-99	The proposed solution must provide the ability to create financial transactions to distribute service credit purchase payments to one or more risk pool accounts.	Refer to Key Business Rules.
B-100	The proposed solution must provide the ability to validate participant payments.	Payments such as service credit purchase, overpayment, etc.
B-101	The proposed solution must provide the ability to associate participant contribution data to a record.	Refer to Key Business Rules.
B-102	The proposed solution must provide the ability to identify missing payroll information.	Includes payroll information that is not submitted on time.
B-103	The proposed solution must provide the ability to create a financial transaction from the delinquency processing function.	Transaction is generated for any delinquency fees related to late reporting or late payment (interest accrued for late payment); Business rule. Currently a manual process. Needs to uniquely identify accounts receivable as delinquency receivable.
B-104	The proposed solution must provide the ability to calculate delinquency fees.	Delinquency fees include late fees and interest for delinquent accounts.
B-105	The proposed solution must provide the ability to grant time extensions to employers to allow additional time to submit payroll reports.	Refer to Key Business Rules.
B-106	The proposed solution must provide the ability to maintain delinquency fees.	Ability to waive interest or penalties.
B-107	The proposed solution must provide the ability to grant time extensions to employers to allow additional time to submit payments.	Types of payments such as contribution payments, service credit purchase payments, overpayment receivable payments, etc.



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B-108	The proposed solution must provide the ability to identify missing payments.	Types of payments such as contributions payments, service credit purchase payments, overpayment receivable payments, etc.
B-109	The proposed solution must provide the ability to initiate a transfer of funds between programs and risk pools.	Adjust or allocate dollars between programs and risk pools.
B-110	The proposed solution must provide the ability to associate employer transactions to a rate plan.	The rate plan is based on employer code/coverage group and the Organization ID/Contract Package ID. Transactions that effect the employer account should be associated to the correct risk pools and send transaction to fiscal. Fiscal does the debit/credit.
B-111	The proposed solution must provide the ability to create financial transactions that reflect changes to the Risk Pool account.	This is a business rule for generating an accounting entry each time a financial transaction is created or updated on an employer account.
B-112	The proposed solution must provide the ability to allocate investment earnings to risk pools.	On an annual basis, allocated investment earnings are captured annually to the risk pool, not to employers. Currently not allocated this way. Refer to Investment Earnings Allocation project for additional detail of functional requirements.
B-113	The proposed solution must provide the ability to maintain investment earning rates.	The investment rate is the rate actually credited to the employer's account.
B-114	The proposed solution must provide the ability to create a financial transaction for each interest transaction.	Refer to Key Business Rules.
B-115	The proposed solution must provide the ability to calculate investment earnings to be allocated to risk pools.	Apply using multiple methods including selection of a single account.



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B-116	The proposed solution must provide the ability to close out a receivable balance.	Offsetting or writing off a balance up to a specific dollar amount either manually for individual accounts or automatically for groups of accounts. Receivable balance can only be closed out by authorized staff within GAAP and established CalPERS policy guidelines.
B-117	The proposed solution must provide the ability to calculate interest for participant contribution records.	Interest types such as member interest crediting rate, actuarial rate, statutory interest, and various interest rates. Record types such as service credit purchase, service and contribution, etc. Need to have interest continue to accrue on the balance.
B-118	The proposed solution must provide the ability to maintain interest rates.	Should maintain begin and end dates by program and account type. Rate should be for specific dates and change history stored. Legal and administrative regulation charges need to comply with this proposal in a historical table.
B-119	The proposed solution must provide the ability to maintain multiple types of interest.	Types of interest such as actuarial, statutory, bonus interest, and delinquent interest.
B-120	The proposed solution must provide the ability to maintain the current Supplemental Peace Officer and Firefighters share price.	This can be maintained manually as required. History should be kept on this information.
B-121	The proposed solution must provide the ability to create a notice when a receivable cancellation is requested and a payment has already been posted to the participant's receivable account.	Intent is to make sure something is done to the payment. Business Rules should not allow user to cancel receivable if payments are posted. Would need to address posted payment first and then cancel receivable.
B-122	The proposed solution must provide the ability to calculate payment schedules for participant receivable accounts.	Based on business rules (i.e., reporting frequency changes) or on demand. This includes the ability to recalculate existing payment schedule. Accounts such as Service Credit Purchase Receivable Accounts, Overpayment Receivable Accounts, etc.
B-123	The proposed solution must provide the ability to calculate service credit purchase receivable payoff amounts.	Need ability to obtain amounts on demand.



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B-124	The proposed solution must provide the ability to maintain a status on a record.	Status such as Open, Closed, and Suspended.
B-125	The proposed solution must provide the ability to validate service credit purchase information.	Refer to Key Business Rules.
B-126	The proposed solution must provide the ability to allow participants to have multiple service credit purchase records.	Refer to Key Business Rules.
B-127	The proposed solution must provide the ability to place a receivable payment schedule on hold.	Refer to Key Business Rules.
B-128	The proposed solution must provide the ability to identify the tax status of service credit purchase payments.	Refer to Key Business Rules.
B-129	The proposed solution must provide the ability to create reversing transactions.	Intent is to make sure something is done to the payment. Business Rules should not allow user to cancel account if payments are posted. Would need to address posted payment first and then cancel receivable.
B-130	The proposed solution must provide the ability to identify delinquent service credit purchase receivable accounts.	Refer to Key Business Rules.
B-131	The proposed solution must provide the ability to identify records for participants with variable working months.	Variable working months conditions would include school employees with a 10-month work year. Need to identify so delinquency notices are not created.
B-132	The proposed solution must provide the ability to create financial transactions to adjust delinquent service credit purchase account receivable balances.	Refer to Key Business Rules.
B-133	The proposed solution must provide the ability to prioritize participant record transactions.	Prioritize such as refund and payroll transaction that happen in the same day of processing.



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B-134	The proposed solution must provide the ability to maintain transactions online or via electronic interface for each type of participant record.	Service Credit Purchase Types such as 20283 arrears, additional retirement service credit, service prior to membership, Comprehensive Employment & Training Act (CETA), educational leave of absence, fellowships, first tier arrears, and layoff 21022.
B-135	The proposed solution must provide the ability to transfer amounts between records.	Includes Service Credit Purchase Records.
B-136	The proposed solution must provide the ability to calculate amount to transfer between records.	Business rules consists of various methodologies such as percentage of total record, percentage of total service, and contributions posted during a specific date range, or a specific amount of service credit and contributions.
B-137	The proposed solution must provide the ability to record requests for Verification of Deposit notices.	Record information such as requestor, date received, etc.
B-138	The proposed solution must provide the ability to calculate the cost of service credit.	Service Credit Purchase Types such as 20283 arrears, additional retirement service credit, service prior to membership, CETA, educational leave of absence, fellowships, first tier arrears, and layoff 21022.
B-139	The proposed solution must provide the ability to calculate the estimated benefit of the purchase of service credit.	Refer to Key Business Rules.
B-140	The proposed solution must provide the ability to identify payroll data that exceeds defined parameters.	Payroll data reported outside special compensation tolerances.
B-141	The proposed solution must provide the ability to print messages on annual member statements.	Refer to Key Business Rules.



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B-142	The proposed solution must provide the ability to maintain requests for service credit purchase cost information.	Information such as types of service credit requested, request received date, calculation type, priority, action, owner, cost sent date, confirmation received date, calculation date, completed date, election received date, election processed date, etc.
B-143	The proposed solution must provide the ability to apply a partial payment to the lump sum cost.	Refer to Key Business Rules.
B-144	The proposed solution must provide the ability to calculate multiple payment amounts.	Payment amounts such as full payment amount, term lump sum amount, remaining balance, and/or installments.
B-145	The proposed solution must provide the ability to maintain actuarial assumptions factors.	Refer to Key Business Rules.
B-146	The proposed solution must provide the ability to calculate a surcharge(s).	For safety class purchasing if less than 50 years old.
B-147	The proposed solution must provide the ability to create deductions for service credit purchase.	Refer to Key Business Rules.
B-148	The proposed solution must provide the ability to maintain service credit cost calculation amounts.	Refer to Key Business Rules.
B-149	The proposed solution must provide the ability to maintain benefit reduction estimate amounts.	Such as actuarial equivalent reduction.
B-150	The proposed solution must provide the ability to calculate multiple payment terms.	This is to create multiple payment options. Partial payment to a lump sum cost should create calculation for installment terms.
B-151	The proposed solution must provide the ability to maintain a surcharge(s).	Refer to Key Business Rules.
B-152	The proposed solution must provide the ability to create financial transactions that reflect participant refunds.	The single refund transaction should include the sum of all refund amounts owed to the participant. A transaction must be created for each Risk Pool impacted by the payment.



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B-153	The proposed solution must provide the ability to maintain refund information.	Information to be maintained includes total amount refunded, total service credit associated with the refund, State Controller's Office (SCO) warrant number, and financial institution information for roll-overs.
B-154	The proposed solution must provide the ability to create refund stop payment transactions.	Intent is to provide transaction to SCO to issue stop payment on warrant.
B-155	The proposed solution must provide the ability to calculate participant refund amounts.	The refund amount should include interest at the rate for the associated program and record type through the refund date. Should calculate refund amounts by risk pool.
B-156	The proposed solution must provide the ability to record a financial transaction for a replacement payment.	A replacement financial transaction includes checks and EFTs.
B-157	The proposed solution must provide the ability to maintain a refund request.	Include placing on hold, rejecting, and approving.
B-158	The proposed solution must provide the ability to maintain tax withholding rates.	Must be able to accept manual input for percent of tax withholding or default to a preset percentage rate.
B-159	The proposed solution must provide the ability to pay a revolving fund check.	Pertains to issuing Benefit Revolving Fund (BRF) checks.
B-160	The proposed solution must provide the ability to pay refunds related to each record for the same participant separately.	Type of records such as service and contribution account, community property account, etc.
B-161	The proposed solution must provide the ability to create a refund transaction.	Creates Refund Roll. The roll should include all accounts in refund pending status and list each payee separately (if multiple payees from the same account).
B-162	The proposed solution must provide the ability to "restore" a participant record.	Cancel refund (GC section 20160), Redeposit (GC section 20750)
B-163	The proposed solution must provide the ability to validate refund information.	Refer to Key Business Rules.
B-164	The proposed solution must provide the ability to maintain a participant record.	Maintain information such as service credit, contributions, and interest.



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B-165	The proposed solution must provide the ability to accept multiple benefit requests.	Includes retirement dates, different beneficiaries, options, and service retirement pending disability. Requests such as service retirement, disability retirement, retirement estimates, etc.
B-166	The proposed solution must provide the ability to maintain disability information.	Such as medical data (orthopedic, cardiologic), determining agency, and IME.
B-167	The proposed solution must provide the ability to identify participants that require review.	Various criteria such as invalid address (multiple returned warrants) or possible deceased (death audit listing provided by an external company).
B-168	The proposed solution must provide the ability to identify outstanding activities submitted prior to a participant's death.	Includes activities such as filing a benefit application or refund.
B-169	The proposed solution must provide the ability to maintain benefit request information.	Information such as request type, request date, options selected, status, status effective date, death verification, requested retirement date, membership category, etc.
B-170	The proposed solution must provide the ability to validate benefit requests.	Includes the validation of future and retroactive retirement dates.
B-171	The proposed solution must provide the ability to determine eligibility for all types of benefit requests.	Includes benefit requests such as service retirement, partial retirement, or disability.
B-172	The proposed solution must provide the ability to calculate the earliest service retirement date.	Applies to service retirement, industrial disability retirement, and disability retirement. Business rules will determine how the date is calculated (when or if sick leave and compensation time are considered in calculating retirement date).
B-173	The proposed solution must provide the ability to identify participants due for re-evaluation of a disability.	Refer to Key Business Rules.
B-174	The proposed solution must provide the ability to cancel a benefit request.	Includes the reversing of all processing related to the cancellation.
B-175	The proposed solution must provide the ability to calculate the percentage of work time.	Used to determine the qualifying number of months for eligibility determination, service credit, and final compensation.



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B-176	The proposed solution must provide the ability to calculate a disability re-evaluation date.	Refer to Key Business Rules.
B-177	The proposed solution must provide the ability to determine all eligible benefit types for a participant.	Includes types such as service retirement, multiple plans, early retirement, 1959 survivor, basic death benefit, group life insurance, etc.
B-178	The proposed solution must provide the ability to identify outstanding actions.	Such as purchases in progress, child support, etc.
B-179	The proposed solution must provide the ability to identify special conditions applicable to a participant.	Includes conditions such as service credit election, purchase in progress, retirement application received, spousal consent, reciprocity, number of beneficiaries, service credit eligibility, etc.
B-180	The proposed solution must provide the ability to identify warrants issued after a participant's date of death.	Refer to Key Business Rules.
B-181	The proposed solution must provide the ability to identify outstanding service credit balances.	Refer to Key Business Rules.
B-182	The proposed solution must provide the ability to perform multiple types of benefit calculations.	Calculations such as Service Retirement (SR), Non-member SR, Industrial Disability Retirement, Disability Retirement, and Death Benefit. Includes calculating benefit via on-demand process.
B-183	The proposed solution must provide the ability to maintain a benefit calculation limitation.	Limitations include Internal Revenue Code (IRC) Section 415 limitations.
B-184	The proposed solution must provide the ability to calculate a permanent benefit reduction amount.	Permanent reductions such as Temporary Annuity or Actuary Equivalent Reduction (AER) of benefit to convert Tier II contributions.
B-185	The proposed solution must provide the ability to calculate factors used in calculations.	Such as annuity option, service purchase, and interest factors.



#	Requirement	Key Information
B-186	The proposed solution must provide the ability to calculate multiple Final Compensation amounts.	Final Compensation is based on an average of 12 or 36 consecutive months pay rate and special compensation. There can be more than one employer Full-Time Equivalents (FTE) used in the calculation of final compensation. For optional members, final compensation is calculated solely on the FTE in that optional position.
B-187	The proposed solution must provide the ability to maintain benefit amount information.	Benefit information such as annuity, pension, sick leave, tax free portion, Cost of Living Allowance (COLA) exemption reasons, etc.
B-188	The proposed solution must provide the ability to calculate the distribution of a payment by Risk Pool.	For payments to a participant that worked for many employers, the funds must be disbursed by employer based on employer contract (i.e., calculate and apply a benefit by employer contract A, employer contract B, etc.).
B-189	The proposed solution must provide the ability to maintain calculation information.	Such as date of calculation, data used in calculation (retirement date, service credit, final compensation, factors, beneficiary, etc.) and dollar amounts of options and disbursements.
B-190	The proposed solution must provide the ability to calculate the tax-free portion of the allowance.	Refer to Key Business Rules.
B-191	The proposed solution must provide the ability to calculate health insurance vesting data to determine the deduction amount.	This determines the health insurance premium that will be covered by employers and how much must be covered by the participant.
B-192	The proposed solution must provide the ability to maintain Temporary Annuity information.	Information such as amount and payment termination dates.
B-193	The proposed solution must provide the ability to maintain Compensation Review parameters.	Such as salary thresholds by contract package, maximum earning per year, or audit review dates.
B-194	The proposed solution must provide the ability to maintain compensation review information.	Information such as determination or review date. Used to prevent duplicate reviews of compensation for same period of compensation.



#	Requirement	Key Information
B-195	The proposed solution must provide the ability to calculate multiple benefits to a single participant based on data from multiple records or programs.	A participant can be a PERS active member with or without a health record, a non-member participant in PERS due to a Community Property court order, a beneficiary being paid a death benefit in PERS, and an inactive member of LRS and/or JRS I or II.
B-196	The proposed solution must provide the ability to calculate various estimated amounts.	Amounts such as benefit estimates, service credit purchase cost, etc. Variables includes formulas and participant data. The estimate is for information purposes only and does not result in a benefit payment. Methods applied include web or online.
B-197	The proposed solution must provide the ability to project benefit calculation variables.	Such as contributions, interest, service credit, and the number of payments for retirement or estimates. This will apply various input start and end dates, based on the participant's current employment status and age.
B-198	The proposed solution must provide the ability to retrieve participant record and account information to be used in an online Web utility self-service tool to calculate service credit cost estimate.	Refer to Key Business Rules.
B-199	The proposed solution must provide the ability to calculate retirement benefits for a single payee across multiple programs.	Supports a side-by-side comparison of benefits available to a participant, across multiple programs. For example, members of LRS can opt to complete a plan to transfer all or a portion of their LRS service into PERS. To support their decision, this requirement would provide the ability to compare retirement benefits they would receive in one plan versus the other.
B-200	The proposed solution must provide the ability to recalculate an estimate.	This includes applying stored or user input information including current or projected estimate parameters. The recalculation may include applying results from a previous estimate.



#	Requirement	Key Information
B-201	The proposed solution must provide the ability to maintain tax reporting information per payee.	Tax reporting information includes taxable income, nontaxable income, federal tax withholding, state tax withholding, etc.
B-202	The proposed solution must provide the ability to calculate deduction amounts.	Calculations can be based on percentages, fixed dollar amounts, etc. for deductions such as: overpayments, tax levies, child and spousal support payments, Advanced Disability Pension Payments (ADPP), employer reimbursement, and division of allowance due to Community Property.
B-203	The proposed solution must provide the ability to maintain a deduction's priority criteria.	Such as withhold child support before withholding spousal support and withhold court orders before car loans.
B-204	The proposed solution must provide the ability to calculate tax withholding for payees.	Calculation based on tax residency, current tax tables, and/or based on a fixed dollar amount for federal, state, or foreign tax withholding.
B-205	The proposed solution must provide the ability to maintain multiple deductions for a payee.	Deductions include levies, liens, division of allowance due to Community Property, and service credit purchase payments, etc.
B-206	The proposed solution must provide the ability to maintain deduction information.	Such as the deduction amounts, deduction type, effective dates, third-party information, and status.
B-207	The proposed solution must provide the ability to maintain information for multiple "Holds" on record.	Hold is used to stop processing for reasons such as levies, liens, and garnishments against a payee's record.
B-208	The proposed solution must provide the ability to calculate a deduction schedule.	A deduction schedule includes the number of deduction payments and the final deduction date.
B-209	The proposed solution must provide the ability to receive deduction requests via various media.	Such as court orders.
B-210	The proposed solution must provide the ability to calculate a single payment amount from multiple deductions.	For example, consolidate all federal income tax withholding into a single payment to the Internal Revenue Service (IRS) and consolidate all ADPP reimbursement payments to the state or local agency that advanced the initial disability payments.



#	Requirement	Key Information
B-211	The proposed solution must provide the ability to create a financial transaction to record an overpayment deduction.	For example, an overpayment deduction would create a transaction to the accounting system reducing the account receivable balance.
B-212	The proposed solution must provide the ability to maintain deduction information in a participant's record.	Such as service credit and overpayment deductions.
B-213	The proposed solution must provide the ability to maintain the payee's third-party account information related to each deduction.	For example, the participant's medical record number for an insurance carrier, the participant's bank account number with a credit union, address, demographic information, preferred payment method, and effective dates, etc.
B-214	The proposed solution must provide the ability to maintain prepaid premium record.	Data is needed to determine if the balance of the premium account covers the deduction amount. If it does, it will apply the deduction to the allowance.
B-215	The proposed solution must provide the ability to create prepaid premium financial transactions.	Accounting controls will be applied to financial transactions, involving account adjustments, increments, or decrements. The prepaid Complementary Health Premium Program (CHPP) amount applied to the payee's warrant is decremented from the accounting system.
B-216	The proposed solution must provide the ability to refund the premium prepaid balance.	The CHPP prepaid balance must be refunded if the payee terminates their enrollment due to death or other termination of benefit.
B-217	The proposed solution must provide the ability to identify annuitants who have CHPP deductions that exceed their gross allowance.	Applies to CHPP. Identify means find annuitant and tag annuitant's record. May identify individual or on a mass basis.
B-218	The proposed solution must provide the ability to create bills for the CHPP premiums owed in advance of each billing cycle.	Applies to CHPP. Currently calendar quarters, could change to monthly.
B-219	The proposed solution must provide the ability to record receipt of CHPP premium payment information from the accounting system.	Applies to CHPP. Today manual entry into Retirement Information Benefit System (RIBS) is done by Fiscal.



#	Requirement	Key Information
B-220	The proposed solution must provide the ability to create financial transactions to Fiscal for all AR activity related to the CCHP.	Applies to CHPP. For ongoing subscribers. Today no transactions sent to Fiscal. All accounting maintained in RIBS. Audit in 2002 found that current process doesn't meet audit standards. Would need to set up at participant level.
B-221	The proposed solution must provide the ability to calculate CHPP set up fees.	Refer to Key Business Rules.
B-222	The proposed solution must provide the ability to calculate payments to multiple payees from a single benefit amount.	Payees such as beneficiary, next-of-kin, survivor, annuitant, community property payee, rollover to a financial institution, etc.
B-223	The proposed solution must provide the ability to maintain payment information.	Such as gross benefit amount, amounts for each deduction, net payment amount, warrant number, payment method, where payment was sent, payment status (issue, return, resolved) etc.
B-224	The proposed solution must provide the ability to calculate control totals.	Control totals include the total number and dollar amount of payments on the roll. This is to ensure accurate information is sent to financial institutions.
B-225	The proposed solution must provide the ability to reconcile the financial transactions against the accounting system.	Benefit payments are accounted for at a risk pool level as well as reported to the appropriate general ledger accounts.
B-226	The proposed solution must provide the ability to maintain messages to be included in the File to SCO for printing on warrant statements.	For all warrants pertaining to a particular plan or program.
B-227	The proposed solution must provide the ability to create financial transactions for benefit payments.	All monetary transactions should create journal entries that are passed to the accounting system general ledger.
B-228	The proposed solution must provide the ability to reconcile amounts between the solution and the accounting system.	Such as participant and employer contribution and benefit payment totals. Accumulated interest will not exist in the accounting system for participant contributions.



#	Requirement	Key Information
B-229	The proposed solution must provide the ability to produce a file for the SCO for payments.	Such as benefit payments, deduction payments, etc. File should be produced in accordance with SCO requirements.
B-230	The proposed solution must provide the ability to create a claim schedule to the SCO.	Such as benefit payments, deduction payments, etc. File should be produced in accordance with SCO requirements.
B-231	The proposed solution must provide the ability to accept payment confirmation from the SCO.	Such as warrant number, issue date, EFT routing, etc.
B-232	The proposed solution must provide the ability to create a financial transaction associated with the reclassification of participants.	Such as from member accounts to retired member reserve accounts when a member changes status.
B-233	The proposed solution must provide the ability to maintain a benefit payment roll based on user selected criteria.	Such as program type, roll type, monthly, weekly, etc.
B-234	The proposed solution must provide the ability to calculate the first payment date.	Refer to Key Business Rules.
B-235	The proposed solution must provide the ability to calculate a retroactive payment amount.	The retroactive payment is the difference between the effective date such as the date of retirement and the first payment date. May include retroactive COLA.
B-236	The proposed solution must provide the ability to calculate a pro rata benefit amount.	The pro rata is the difference between the first of the pay period to the date of death.
B-237	The proposed solution must provide the ability to calculate the net payment amount (gross benefit amount less deductions).	Refer to Key Business Rules.
B-238	The proposed solution must provide the ability to maintain benefit roll information submitted to the SCO.	Such as, claim schedule produced, period of time covered by the claim schedule, total and detailed amounts, fund number and name, plan/program type, benefit type, etc.
B-239	The proposed solution must provide the ability to create a financial transaction of the detailed receivable deductions (e.g., service credit purchase, overpays, BRF) to the accounting system, to apply amounts to the participant's Account Receivable (AR) balance.	Refer to Key Business Rules.



#	Requirement	Key Information
B-240	The proposed solution must provide the ability to calculate penalty interest on a benefit payment.	Penalty interest is payable to a payee caused from processing delays.
B-241	The proposed solution must provide the ability to process payment information from multiple employers for a single payee.	Such as the participant may have service credit with multiple PERS contracting agencies, each with different benefit packages to be calculated when a request for benefit payment is received.
B-242	The proposed solution must provide the ability to create a financial transaction to request payments from the BRF.	Refer to Key Business Rules.
B-243	The proposed solution must provide the ability to accept payment confirmation information from the accounting system.	For payments such as BRF. This is recording payment information coming from the accounting system.
B-244	The proposed solution must provide the ability to set up an accounts receivable to reimburse the BRF for payment of a benefit.	The accounting system creates an account receivable for the reimbursement due, when the BRF check is issued by the accounting system.
B-245	The proposed solution must provide the ability to reverse a transaction.	Reversal of a transaction must restore data to its previous state and create reversing accounting entries.
B-246	The proposed solution must provide the ability to maintain unclaimed benefit account information.	Account information such as amount, original payee, return reason, etc., for accounts such as Account 32 and Account 34.
B-247	The proposed solution must provide the ability to create a financial transaction of the unclaimed benefit to the accounting system.	Refer to Key Business Rules.
B-248	The proposed solution must provide the ability to allow participants to maintain (self-service) voluntary deductions.	Includes deductions such as union dues, additional federal tax withholdings, car payments, etc. Need ability to reject changes based on business rules (i.e., built-in hierarchy in applying these changes).
B-249	The proposed solution must provide the ability to maintain electronic funds transfer information.	This is the initial setup and maintenance. Source of the update is various: online entry and load from financial institution.



#	Requirement	Key Information
B-250	The proposed solution must provide the ability to validate electronic funds transfer information.	This is the "pre-note" process. Includes validation of information such as routing, financial institution name and address, checking account number, etc.
B-251	The proposed solution must provide the ability to create a financial transaction for reinstatements.	Reinstatement funds will interface with the risk pool reserves.
B-252	The proposed solution must provide the ability to record Verification of Income requests.	Refer to Key Business Rules.
B-253	The proposed solution must provide the ability to identify retired participants receiving payroll.	To validate that retired participants are not actively employed in violation of law.
B-254	The proposed solution must provide the ability to identify records that require adjustments.	Employer submits final salaries, contributions and service information to PERS. Need to know when final record information has been recorded, the over/under determination, and preliminary vs. final benefit.
B-255	The proposed solution must provide the ability to identify an overpayment.	Can occur due to rescinding retirement, participant death, or adjustment.
B-256	The proposed solution must provide the ability to accept payment transactions from the accounting system.	Collection of overpayment - this is processing the restoration of the amounts to Employer Reserve accounts.
B-257	The proposed solution must provide the ability to create a financial transaction to establish an accounts receivable.	Refer to Key Business Rules.
B-258	The proposed solution must provide the ability to maintain overpayment information.	Overpayment information such as balance, reason, etc.
B-259	The proposed solution must provide the ability to associate the overpayment receivable account to the participant.	Refer to Key Business Rules.
B-260	The proposed solution must provide the ability to create a financial transaction to write-off a receivable balance.	Based upon write-off limits in statute, State Administrative Manual (SAM), and CalPERS discharge of accountability policy.
B-261	The proposed solution must provide the ability to maintain prepaid record information.	For participants whose benefit allowances are not sufficient to cover their insurance premiums.



#	Requirement	Key Information
B-262	The proposed solution must provide the ability to maintain the IRS tax-free formulas.	Referred to as Safe Harbor, Simplified General Rule, etc.
B-263	The proposed solution must provide the ability to create a replacement payment.	For situations such as replacement payments from BRF or unclaimed benefit accounts.
B-264	The proposed solution must provide the ability to create a financial transaction for a replacement payment.	Refer to Key Business Rules.
B-265	The proposed solution must provide the ability to print postal bar codes.	Refer to Key Business Rules.
B-266	The proposed solution must provide the ability to record control totals.	Refer to Key Business Rules.
B-267	The proposed solution must provide the ability to create participant information to be used by the Employment Development Department.	Submit information such as name, SSN, benefit, net benefit, and state tax withholding. Currently submitted quarterly.
B-268	The proposed solution must provide the ability to maintain COLA information.	Information such as effective date, percentage of increase per participant groups, etc.
B-269	The proposed solution must provide the ability to maintain benefit payment information in mass.	Information such as COLA, PPPA, tax withholding rates, and exemption reasons.
B-270	The proposed solution must provide the ability to maintain deduction information in mass.	Information such as child support and premium rates.
B-271	The proposed solution must provide the ability to calculate the COLA adjustment.	Refer to Key Business Rules.
B-272	The proposed solution must provide the ability to maintain Medicare reimbursement information.	Maintain information such as single party Medicare rate, state share amount, effective date, previous amount, plan code, deduction ID code, and Carrier ID.
B-273	The proposed solution must provide the ability to maintain PPPA information.	Such as factor, year in effect, employer group, employer rates, etc.
B-274	The proposed solution must provide the ability to determine PPPA eligibility.	Refer to Key Business Rules.
B-275	The proposed solution must provide the ability to create a financial transaction to	This requirement must generate an accounting transaction to establish an



#	Requirement	Key Information
	process annual billing to employers for replacement benefit fund (RBF).	accounts receivable posting. This is a business rule.
B-276	The proposed solution must provide the ability to issue replacement benefit payments.	For IRC limits.
B-277	The proposed solution must provide the ability to maintain information to support W2 reporting for participants receiving RBF payments.	This is currently a manual process.
B-278	The proposed solution must provide the ability to calculate the 1959 survivor annual increase.	Refer to Key Business Rules.
B-279	The proposed solution must provide the ability to calculate the PPPA in mass.	Refer to Key Business Rules.
B-280	The proposed solution must provide the ability to create customized reports.	The solution should utilize an "English-like" language and graphical tools. Reports can be online, modifiable (e.g., changing sort order, groupings, subtotalling), and printable. Should also provide the ability to perform statistical calculations.
B-281	The proposed solution must provide the ability to maintain customized report templates.	Templates should be stored in user or group libraries to be used again for both ad hoc and routine report creations.
B-282	The proposed solution must provide the ability to add free-form text to a report.	Refer to Key Business Rules.
B-283	The proposed solution must provide the ability to create reports utilizing specified reporting periods.	Refer to Key Business Rules.
B-284	The proposed solution must provide the ability to report errors encountered during transaction processing.	Reporting of errors includes information that clarifies the reason for the error.
B-285	The proposed solution must provide the ability for reports to calculate formulas.	Formulas include statistical calculations such as percent of transactions updated, percent erred, percent completed, percent returned to employer for correction, etc.
B-286	The proposed solution must provide the ability to maintain standard reports.	Such as those reports identified in the report library.
B-287	The proposed solution must provide the ability to maintain report lists.	Allows authorized users and/or groups to maintain report lists.



#	Requirement	Key Information
B-288	The proposed solution must provide the ability to schedule reports to run at specific times.	Refer to Key Business Rules.
B-289	The proposed solution must provide the ability to create customized output.	Such as mailing labels, barcodes, forms, notifications, and electronic files including confirmation notices for self service (IVR and web) transactions. Must provide ability to generate letters/forms in mass or singularly (business rule).
B-290	The proposed solution must provide the ability to maintain standard output.	Such as mailing labels, barcodes, forms, notifications, and electronic files including confirmation notices for self service (IVR and web) transactions. Must provide ability to generate letters/forms in mass or singularly (business rule).
B-291	The proposed solution must provide the ability to validate information.	All information within the solution should be validated for data integrity at point of entry and during processing.
B-292	The proposed solution must provide the ability to view all information.	All information within the solution should be validated for data integrity at point of entry and during processing.
B-293	The proposed solution must provide the ability to search all information using multiple search criteria.	Search criteria such as last name, SSN, employer name/code, organization ID, interested party, etc. The search condition criteria should also allow partial matches and the use of logical operators within and to combine search results (e.g., Age > 10 or Last-Name = 'SM*').
B-294	The proposed solution must provide the ability to maintain historical information.	Refer to Key Business Rules.
B-295	The proposed solution must provide the ability to maintain translation codes.	Translation codes such as those from SCO.
B-296	The proposed solution must provide the ability to create file extracts.	Extract criteria can be supplied by users and/or defined in the system. Extracts may be shared with external entities such as SCO, carriers, or agencies (central and non-central).



#	Requirement	Key Information
B-297	The proposed solution must provide the ability to record information.	Media types such as paper inquiry received by mail or 'walk-in' (in person), electronic inquiry received (e-mail, web), and associating a telephone inquiry with participant record for screen pops.
B-298	The proposed solution must provide the ability to trigger processing.	Based on various events such as receipt of new information, dates, completion of other tasks, and holds (Community Property holds, liens, etc).
B-299	The proposed solution must provide the ability to maintain comments.	Such as comments pertaining to participant records, benefit requests, or participant accounts. Also includes comments for a benefit estimate, calculation, or case. Comment levels include participant, organization, and benefit request.
B-300	The proposed solution must provide the ability to route information for further processing.	Includes requests such as benefit request, service credit purchase request, or contract valuation request and their related information, and inquiries (phone call or e-mail).
B-301	The proposed solution must provide the ability to track information related to case management.	Information such as identifying missing forms, correspondence submitted, activity dates, form type, request type, and entitlement claims.
B-302	The proposed solution must provide the ability to associate documents to an entity.	Entities such as participants and organizations.
B-303	The proposed solution must provide the ability to create financial transactions for account changes.	Such as creating transactions about monetary activity.
B-304	The proposed solution must provide the ability for authorized users to submit information to CalPERS.	Authorized users include participants and organizations.



#	Requirement	Key Information
B-305	The proposed solution must provide the ability to resume processing once corrections have been made.	Errors do not hold up processing until corrections are made. Rather, items are processed, errors fall out and are corrected, and corrections are re-processed.
B-306	The proposed solution must provide the ability to identify missing information needed to complete a process.	Missing information such as forms or data related to processes such as enrollment, benefit request, contract changes, or service credit purchases.
B-307	The proposed solution must provide the ability to maintain an audit trail.	Need an audit trail of information activity.
B-308	The proposed solution must provide the ability to route information for approval.	Such as allowing authorized users to approve routed information.
B-309	The proposed solution must provide the ability to support multiple levels of security.	Such as viewing, deleting, editing, etc. Includes the ability to identify and confirm the security controls (e.g., passwords) that have been applied to an individual account.
B-310	The proposed solution must provide the ability to hold processing.	Hold processing for transactions, requests, and processing such as benefit eligibility, service credit purchase election, or validate contributions, etc.
B-311	The proposed solution must provide the ability to maintain business rule parameters.	Parameters such as payroll information, compensation review, compensation caps, etc.
B-312	The proposed solution must provide the ability to randomly identify customers to survey.	Supports customer service feedback surveys.
B-313	The proposed solution must provide the ability to schedule customer service meetings via various methods.	Meetings such as informational seminars and workshops including training for employers. Examples of methods include phone (via customer representative) and self-enrollment (via the web).
B-314	The proposed solution must provide the ability to maintain menu information.	Information such as drop-down lists, pick lists, option lists, and effective dates for options.
B-315	The proposed solution must provide the ability to record correspondence history.	Refer to Key Business Rules.